

Addressing the Selection Criteria

Selection criteria are developed for a broad range of positions and need to be addressed by applicants where required as part of the application process. Selection criteria are developed by reviewing the duties of the position to identify the core skills, knowledge, experience and abilities required of the position. They assist to provide the selection committee with a merit basis upon which to select an applicant.

Where applicable, the most important document in your application is your statement addressing the selection criteria, which supports why you are the best applicant for the position. You will need to meet all essential criteria to be short-listed for an interview, but it is beneficial if you meet some of them.

You must clearly show how you met each of the selection criteria and provide examples of your experience and qualifications to support your claims. If there is a list of key responsibilities or duties, this can be used as a basis for addressing the selection criteria. Reference to experience can be discussed via paid and unpaid work, including voluntary and community work, and experience gained in the personal or private domains (e.g. in the family or home environment).

Applications that refer to relevant, concrete work examples, such as those listed in the key responsibilities or duties, are likely to be highly regarded.

Frequent sought skills, attributes and abilities listed in the selection criteria often include:

- Proven ability to work within a team environment and unsupervised.
- Excellent written and verbal communication skills.
- Proven ability to prioritise a range of demands, meet deadlines and maintain accuracy in a high volume work environment.
- Proven proficiency in the Microsoft Office suite of products, including Word, Excel and Outlook.
- Understanding of and ability to apply occupational health and safety principals.

When addressing selection criteria, provide evidence of the skills and abilities being sought. A useful guide for answering each criterion is the **STAR (Situation, Task, Action, Result)** approach, commonly used in behavioural interviews. Your statement about the action you took is most important in this process, and the selection committee will use this part of your response to assess your application.

Situation – Think of a challenging situation, preferably in your work life, that best describes your ability to address the criterion. The position description will give you an idea of a situation that would be appropriate. Briefly outline this situation or scenario.

Task – Describe what tasks were required in this situation and how you identified that these tasks were necessary. You can combine the situation and task into one sentence.

Action – Mention how/what action you took to meet the condition in the selection criterion. Discuss your specific action and not the action undertaken by the team. Describe and explain the action you actually took, this is far stronger than what action you might take.

Result – This refers to the outcome of the situation and how others responded to the situation. This may incorporate your reflection on the issue and feedback from supervisors, customers, work colleagues or others. It may also involve noting what you learnt from the experience and how your action could be improved in the future.

Tips in addressing the selection criteria

- Ensure that your document addressing the selection criteria is a separate attachment from your cover letter and resume.
- Include a header or title on each page, which includes your name, the position title, the reference number, and a brief title indicating the purpose of the document (e.g. Statement of Claims Addressing the Selection Criteria, Selection Criteria Statement or Selection Criteria Summary).
- List each of the selection criteria in bold, in the same order as listed in the position description and use numbers if the criteria has been numbered. Under each heading, write an explanation of how you meet that criterion and provide evidence where you can. Describe how your relevant or transferable skills and knowledge gained from training or experience meet the requirements of the position.
- Recognise the meaning of terms such as 'experience in', 'knowledge of' and 'demonstrated ability', and indicate that you can meet the qualifying statement in your application.
- Start with a positive claim and expand on your skills. If the result was unsuccessful, discuss what you learnt from the experience and how it could be modified in the future.
- Emphasise your major achievements.
- Keep the language positive. Instead of writing 'I would...', write 'I did...'.
- Link your statements to at least one key responsibility in the position description to reiterate that you are a suitable applicant for the position. The closer your examples are to the position description, the better the chance you have of gaining an interview.